

OPEN CLAIMS – SEARCH ENHANCEMENTS:

YOUR CLAIMS DOCUMENTS

Welcome
Latest news and updates from DHHS
▶ View Welcome Page

Open Claims
Claim Forms that have been recently created can be viewed, filled out and submitted here
▶ View Open Claims

Submitted Claims
Claim Forms that have been previously submitted can be viewed here for reference
▶ View Submitted Claims

EOPs (Explanation Of Payments)
Explanation Of Payments documents generated for your organization can be viewed here.
▶ View EOPs

Authorization Notices
Authorization Notices generated for your organization can be viewed here.
▶ View Notices

Manage Organizations
Add additional organizations to this account to view and submit their documents. (Org ID and PIN required)
▶ Manage Orgs

OPEN CLAIMS:

This page provides the ability to:

- View all open claims for your account;
- Edit the electronic claim form;
- Submit either a single line or an entire electronic claim form; and
- Receive real-time validation of submitted data against N-Focus Service Authorizations.

Claims For Organization: TRUE STORY INC DBA UNIFORM CONNECTION

Billing Period	Items
04/14/14	View
04/11/14	
04/08/14	
04/07/14	

OPEN CLAIMS:

- Search, submit, print, and download electronic claims for your organization(s)
- Remove open claims you no longer need
- Receive real-time validation of submitted data against n-focus authorization

Searching

Select organization and billing month you would like to see open claims for - click Search.

To define your search results, you may also complete some or all of the following fields: client first name, client last name, client ID, service authorization #.

**A search will not return more than 250 results. Results will be returned in alphabetical order, by client last name.*

Claims For Organization: Any

Billing Month: May, 2014

Client First Name:

Client Last Name:

Client ID:

Service Authorization #:

Removed Claims

If you want to view claims you have previously removed from your search results, click on View (below).

Recently Removed Claims [What's this?](#)

1. Providers will now have the ability to search across multiple organizations (i.e., Child care centers with multiple sites can now search and submit claims with ease). Under the Open Claims section, providers can select 'Any' from the **Claims For Organization** field.
Note: Multiple organizations first need to be added (with provided Org ID and PIN #) within the Manage Organizations section.
2. Providers will have the ability to search and view open claims by specific billing month, or can select to search all billing months. Under the Open Claims section, providers can select the specific month in which they would like to search for open claims, or can select 'Any', which will allow for a search of all open claims across all billing months.
3. In addition to searching across multiple organizations and multiple billing months, providers can also search/limit their search results, by entering one or all of the following:
 - Client First Name
 - Client Last Name
 - Client ID
 - Service Authorization #

Note: More information entered to search for, will return more defined results. Searching by less items will return a broader search result.

OPEN CLAIMS - SUBMITTAL ENHANCEMENTS:

FOR BILLING 07/16/12 TO 07/22/12 SERVICES

Claim 23661589 (6 Lines Remaining)

#	Client Name	Client ID Number	Authoriz Number	Service Code	Service From Date	Service Thru Date	Freq	Units	Rate	Total	Cust Oblig	DHHS Charge	Submit Line
1	ROCKET, RICHARD	49477312	71816100	3580	07/01/2012	07/15/2012	DY	5	10	50.00	0.00	50.00	<input type="checkbox"/>
2	ROCKET, RILEY	43346254	50610702	3580	07/01/2012	07/15/2012	HR	2	2.5	5.00	0.00	5.00	<input type="checkbox"/>
3	ROCKET, RILEY	43346254	50610702	3580			DY						<input type="checkbox"/>
4	MAP, MARTIN	66493580	57084823	7964			MO						<input type="checkbox"/>
5	MAP, MARTIN	66493580	95817071	3580			HR						<input type="checkbox"/>
6	MAP, MARTIN	66493580	95817071	3580			DY						<input type="checkbox"/>

Claim 79889045 (14 Lines Remaining)

Open Claims

Organization: Any Billing Month: Any Client First Name: Client Last Name: Client ID: Authorization #: Search

Returned 6 results

- TRAN, PHAN (54015766) FOR BILLING JUNE 2014 SERVICES (DY)
- TRAN, PHAN (54015766) FOR BILLING JUNE 2014 SERVICES (HR)
- TRAN, PHAN (54015766) FOR BILLING MAY 2014 SERVICES (DY)
- TRAN, PHAN (54015766) FOR BILLING MAY 2014 SERVICES (HR)
- TRAN, PHAN (54015766) FOR BILLING MAY 2014 SERVICES (DY)
- TRAN, PHAN (54015766) FOR BILLING MAY 2014 SERVICES (HR)

Claim: 15827463-1

Client Name: TRAN, PHAN
 Client ID Number: 54015766
 Service Authorization: 97170407
 Service Code: 9946
 Service From Date:
 Service Through Date:
 Frequency: DY

Units:
 Rate:
 Total: \$0.00
 Customer Obligation:
 DHHS Charge: \$0.00

☐ I acknowledge the Terms And Conditions

Submit

Total Amount Submitted: \$0.00 (reset)

☐ Auto Advance To Next Claim On Submit

1. To allow for easier searchability (of open/submitted claims) we have re-arranged the window where you will submit your claims. Please see above diagram which describes specific claim information and where it can now be found on the the new and improved portal.

2. Claims will no longer be sorted by claim number. All open claims (based on your search criteria) will be available in the left side of the open claims window, sorted by client last name. You also have the ability to conduct a new search from this screen by entering your search parameters at the top and selecting **search**.
3. Providers can select the claim they wish to submit (from the left section of window), after clicking on the claim, the entry section of the claim will appear on the right.
4. Providers will no longer have the ability to save claim entries prior to submittal. Once users agree to the terms and conditions (by checking the "I acknowledge" box), and select **Submit**, the claim will be submitted in real time against the respective authorization.
5. Providers will have the ability to keep track of the total amount they have submitted (per session). This will allow for a real-time tally while submitting claims.

REMOVED CLAIMS – NEW FUNCTIONALITY:

From time to time claims will be authorized for services that may never be fulfilled (i.e., client is authorized for a month worth of child care, however, the child only attends for two weeks of that month.) The remaining balance will continue to show as an open claim, until standard purge (6 months from claim date).

HOW TO REMOVE A CLAIM

With the new functionality providers have the ability to hide claims they wish to no longer see. To **hide a claim**, providers need to select the claim they want to hide and select **Remove**. Once remove is selected, the claim will be removed from the listing of open claims. **Note: Claims you choose to remove will remain hidden until 6 months from date of claim; at which time they will be removed automatically.**

Open Claims

Organization:
Billing Month:
Client First Name:
Client Last Name:
Client ID:
Authorization #:

Returned 6 results

TRAN, PHAN (54015766)
FOR BILLING JUNE 2014 SERVICES (DY)

TRAN, PHAN (54015766)
FOR BILLING JUNE 2014 SERVICES (HR)

TRAN, PHAN (54015766)
FOR BILLING MAY 2014 SERVICES (DY)

TRAN, PHAN (54015766)
FOR BILLING MAY 2014 SERVICES (HR)

TRAN, PHAN (54015766)
FOR BILLING MAY 2014 SERVICES (DY)

TRAN, PHAN (54015766)
FOR BILLING MAY 2014 SERVICES (HR)

Claim: 15827463-1

Client Name

TRAN, PHAN

Client ID Number

54015766

Service Authorization

[97170407](#)

Service Code

9946

Service From Date

Service Through Date

Frequency

DY

Units

Rate

Total

\$0.00

Customer Obligation

DHHS Charge

\$0.00

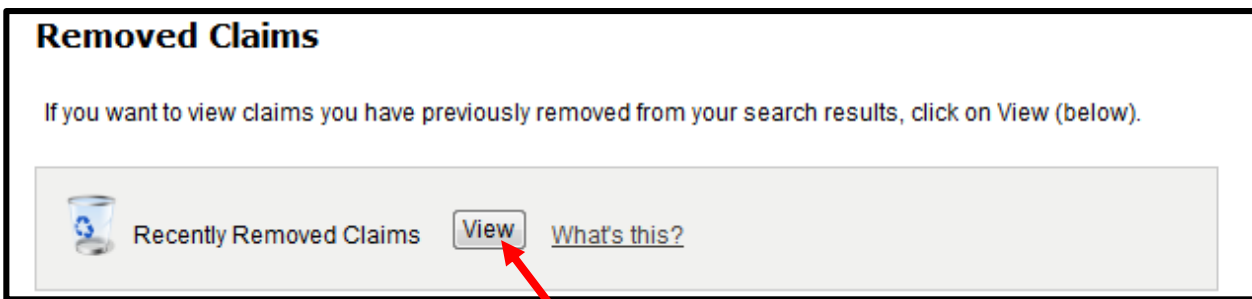
☐ I acknowledge the [Terms And Conditions](#)

Total Amount Submitted: \$0.00 [\(reset\)](#)

☐ Auto Advance To Next Claim On Submit

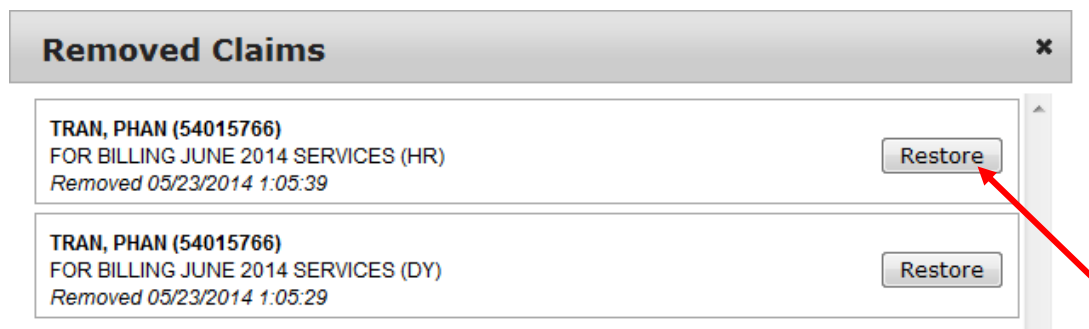
HOW TO RESTORE A PREVIOUSLY REMOVED CLAIM

If you want to **restore** a claim you have previously removed, from the Open Claims screen, select **View**.



Click **restore**, on the claim you want to restore to your open claims search:

Note: Claim will be restored and available for submittal the next time you search for open claims.



SUBMITTED CLAIMS – SEARCH ENHANCEMENTS:

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SUBMITTED CLAIMS:

This page provides the ability to:

- View previously submitted electronic claims; and
- Print and save submitted claims.

Claims For Organization: BRIGHT EYES

Billing Period	Items	
FOR BILLING 07/09/12 TO 07/15/12 SERVICES	13	View
FOR BILLING 07/16/12 TO 07/22/12 SERVICES	5	View
FOR BILLING 07/23/12 TO 07/29/12 SERVICES	2	View

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SUBMITTED CLAIMS:

This page provides the ability to:

- View and print previously submitted electronic claims
- Print and search submitted claims

Claims For Organization: Any

Billing Month: Any

Client First Name:

Client Last Name:

Client ID:

Service Authorization #:

[Search](#)

1. Providers now have the ability to search across multiple organizations (i.e., Child care centers with multiple sites can now search submitted claims with ease). Under the **Submitted Claims** section, providers can select 'Any' from the **Claims For Organization** field.

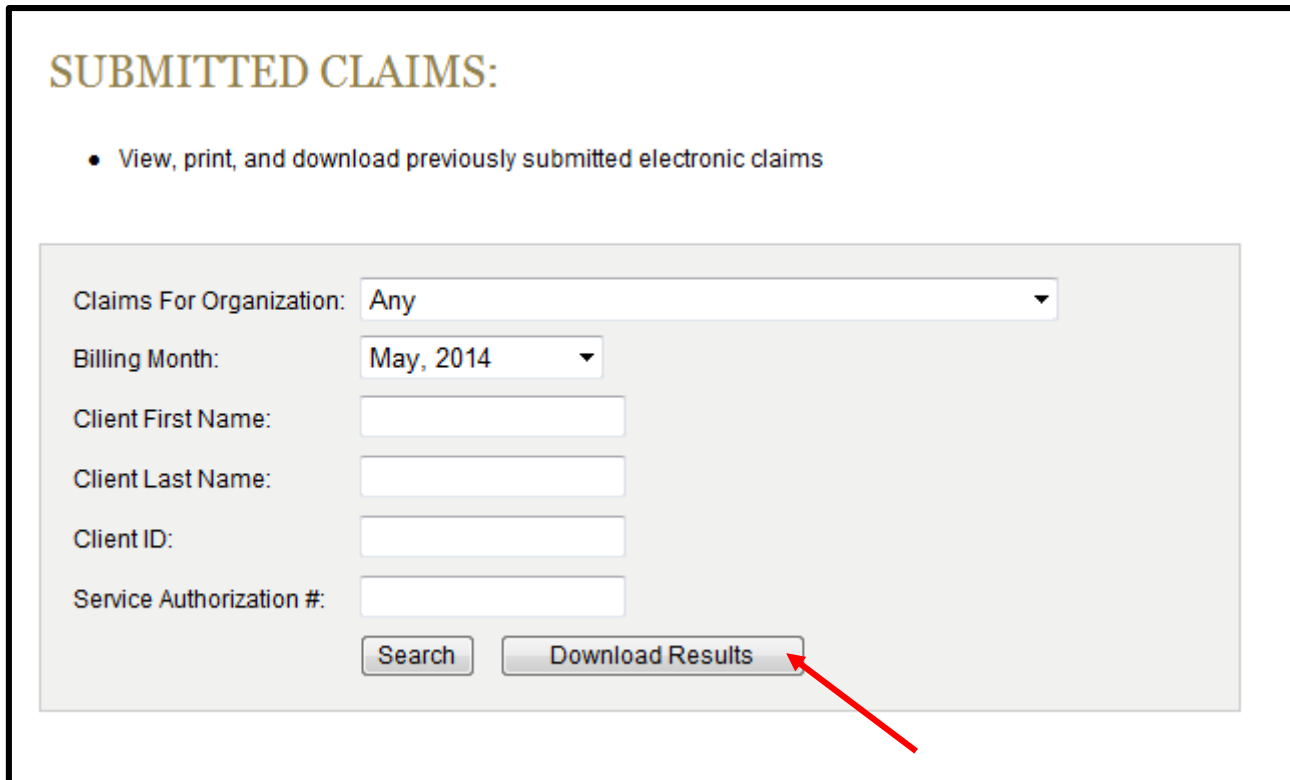
Note: Multiple organizations first need to be added (with provided Org ID and PIN #) within the Manage Organizations section.

2. Providers will have the ability to search and view submitted claims by specific billing month, or can select to search all billing months. Under the **Submitted Claims** section, providers can select specific months in which they would like to search for submitted claims, or can select 'Any', which will allow for a search of all submitted claims across all billing months.
3. In addition to searching across multiple organization and multiple billing months, providers can also search/limit their search results, by entering one or all of the following:
 - Client First Name
 - Client Last Name

- Client ID
- Service Authorization #

Note: More information entered to search for, will return more defined results. Searching by less items will return a broader search result.

DOWNLOADING SUBMITTED CLAIMS – NEW FUNCTIONALITY:



SUBMITTED CLAIMS:

- View, print, and download previously submitted electronic claims

Claims For Organization: Any

Billing Month: May, 2014

Client First Name:

Client Last Name:

Client ID:

Service Authorization #:

Search Download Results

A red arrow points to the "Download Results" button.

1. Providers will now have the ability to download submitted claims into a Microsoft Excel document for their reference. On the submitted claims page, providers can select (enter) information they want to appear in their downloaded results:
 - a. Organization
 - b. Billing Month
 - c. Client First Name
 - d. Client Last Name
 - e. Client ID
 - f. Service Authorizaiton #
2. Click **Download Results**

EOPs – ENHANCEMENTS

Official Nebraska Government Website

NEBRASKA ENTERPRISE CONTENT MANAGEMENT PORTAL

Department of Health and Human Services : Claims

[Help/Support](#) [Log Out](#)

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EOPs (EXPLANATION OF PAYMENTS)

This page provides the ability to:

- View EOPs (Explanation of Payments) generated for paid claims; and
- Print and save EOPs.

Please note: To view and save EOPs, you must have Adobe Reader. This can be downloaded at: <http://get.adobe.com/reader/>

EOPs For Organization: **BRIGHT EYES**

IssueDate	EOP type	Payment Number	
03/15/2012	PAYMENT (ACH)		View

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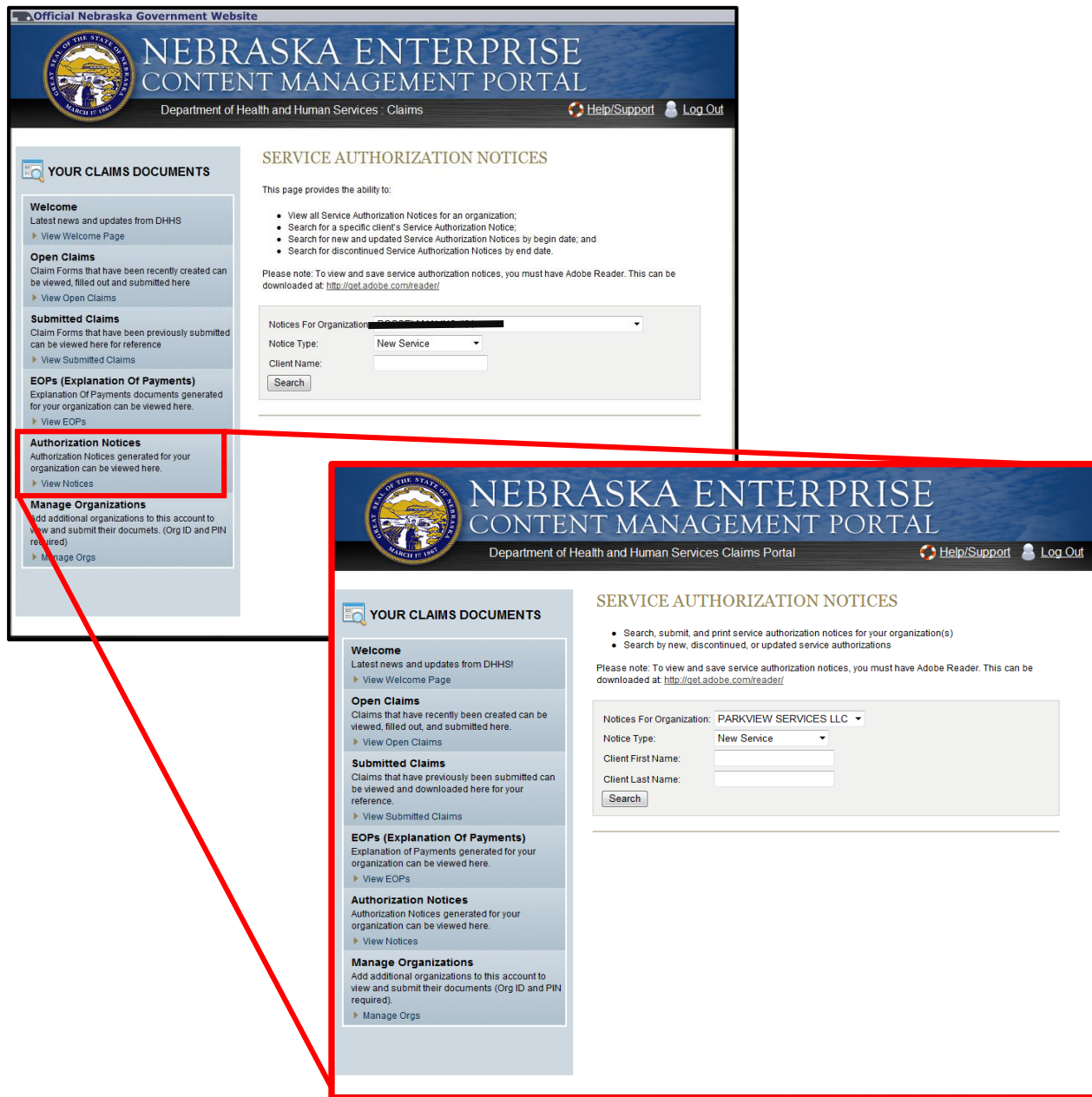
EOPs For Organization: **Any**

Issue Date	Type	Payment Number	
04/28/2014	PAYMENT (ACH)	737650001	View
04/28/2014	PAYMENT (ACH)	737550001	View
05/20/2014	PAYMENT (ACH)	735950004	View
04/02/2014	PAYMENT (ACH)	734750008	View

1. Providers now have the ability to search EOPs across multiple organizations (i.e., Child care centers with multiple sites can now search submitted claims with ease). Under the EOPs section, providers can select 'Any' from the **EOPs For Organization** field.

Note: Multiple organizations first need to be added (with provided Org ID and PIN #) within the Manage Organizations section.

AUTHORIZATION NOTICES – SEARCH ENHANCEMENTS



1. Providers also have the ability to search for Authorization Notices across multiple organizations (i.e., Child care centers with multiple sites can now search submitted claims with ease). Under the Authorization Notices section, providers can select 'Any' from the **Notices for Organization** field.
2. In addition to searching across multiple organizations, providers can also search/limit their search results, by entering one or both of the following:
 - Client First Name
 - Client Last Name